HERA
SERIES

Standalone Fully Automated CD/DVD/BD Duplication System

User Manual

All Pro Solutions
Duplication Equipment

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This shipment was packaged and delivered to the carrier with the utmost care to ensure safe delivery of goods. If your HERA system is damaged during shipment, please contact the freight carrier first, then contact your distributor or All Pro Solutions

INCOMPLETE ORDERS_____

Check the shipment against the shipping papers thoroughly and immediately to ensure receivership of a full shipment. Do not discard packing materials or cases. Check out all possibilities before reporting a shortage or incomplete order.

SAVE PACKAGING_____

You have to save your packaging materials so that if the need arises you can return your system for service. Sending a system to All Pro Solutions without the original packaging will void the warranty. This packaging was designed specifically for shipping your system. Other packaging may not be as suitable.

IF YOUR SYSTEM REQUIRES SUPPORT_____

If your system requires servicing, you should first contact the place of purchase and request support or contact All Pro Solutions as follows:
      Phone: (803) 980-4141
      Email: techsupport@allprosolutions.com
Before shipping any item to All Pro Solutions, first obtain a RMA (Return Material Authorization) Number from All Pro Solutions support. This number must be placed on the outside of the product packaging where it can be easily found; otherwise the item will be refused and returned at the sender's expense.

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Introduction

Thank you for choosing the HERA Series duplication systems. Hopefully this equipment will bring you satisfaction and great pleasure in CD/DVD and Blu-Ray Disc duplication.

Features:

- Stand-alone design, no PC nor software required.
- Easy operation, no training required.
- Supports various CD and DVD formats
- Load, Copy, Compare, Verify, Emulate, Editing, etc.
- On-the-fly direct copy or through hard drive loading
-
- User friendly LCD display

Important Note:

- Make sure voltage setting (AC115/230V) is correct.
- Stable input of power required for normal operation.
- Duplicator should be placed on a flat and stable surface inside clean & cool working area.
- Check, clean the master and CD/DVD discs before duplication starts.
- Do not touch recording surface of the discs.
- Do not move the duplicator during operation.

Quick Start

Getting started

The removal of this product should be undertaken by at least 2 people because of its size and weight. Please ensure safe manual handling procedures are followed

Carefully remove your system from it's shipping box and verify that all parts are present. If there are missing or damaged parts contact *All Pro Solutions (APS)* or an authorized distributor immediately to correct any miss-packed or missing parts.

You should find the following packaged with your system:
➢ Autoloader AU4 (330 disc capacity), AU7 (630 disc capacity) or AU9 (900 disc capacity), depends on your model configuration
➢ Tower populated with drives
➢ Two Power cords (1 for autoloader and 1 for tower)
➢ Serial Cable
➢ User Manual
➢ 5/64 hex head key (Allen wrench) and a bottle with oil to maintain shafts functionality
➢ Warranty card

NOTE:
If your system is damaged during shipment, please contact the freight carrier first, and then contact your distributor or All Pro Solutions.
You have to save your shipping materials so that if the need arises you can return your system for service. Sending a system to All Pro Solutions without the original packaging will void the warranty. This packaging was designed specifically for shipping your system. Other packaging may not be as suitable. If you have already disposed of your packaging materials, you can receive a new set from All Pro Solutions for a fee.

Manufacturer Recommendations

☞ Before starting to operate your system, please read the User's Manual **entirely!**

☞ Place your system on a flat, steady surface in a climate controlled environment with regular office light (no bright light to reflect into the system's sensor), free of dirt, dust, excess humidity, excessive heat or electro-magnetic interference.

☞ Please fan the media before placing it into the Input Hopper and align it. Media has to slide easy on top of each other

☞ Do not use un-expensive media because it can generate problems: media sticks together and 2 or more discs can be loaded even if the picker is designed to grab just one.

☞ For audio duplication, please use good quality media and max 32x speed on CD

☞ Because your system is equipped with up 24x DVD drives, use only 52x certified CD and 24x certified DVD media.

☞ From time to time, the drives have to be cleaned using a CD Lens cleaning Kit or blowing air using a compressed gas duster.

☞ The 2 shafts used by the Picker to travel up and down should be oiled from time to time; use the multipurpose oil provided

Mounting the tower

For all systems, the tower is provided with a tower plate mounted on the bottom. This plate will help in stabilizing the tower on the adapter (see Fig. 1 page 4)
Make sure all thumbscrews are loose, place the tower on top of the adapter matching the colored marks (see Fig.2). Tight gently thumbscrews # 1 on both sides until they touch the adapter and then tight thumbscrews # 2 (they consolidate the tower on the adapter) as shown in Fig. 3.

After the tower has been mounted successfully, proceed with "Connecting Power" (page 5) and "Drive Alignment"

In case you don't have good alignment, loose all thumbscrews, adjust the tower (left and right, back and forth) and tight back the thumbscrews as described above. Repeat the steps above until you obtain the right alignment.
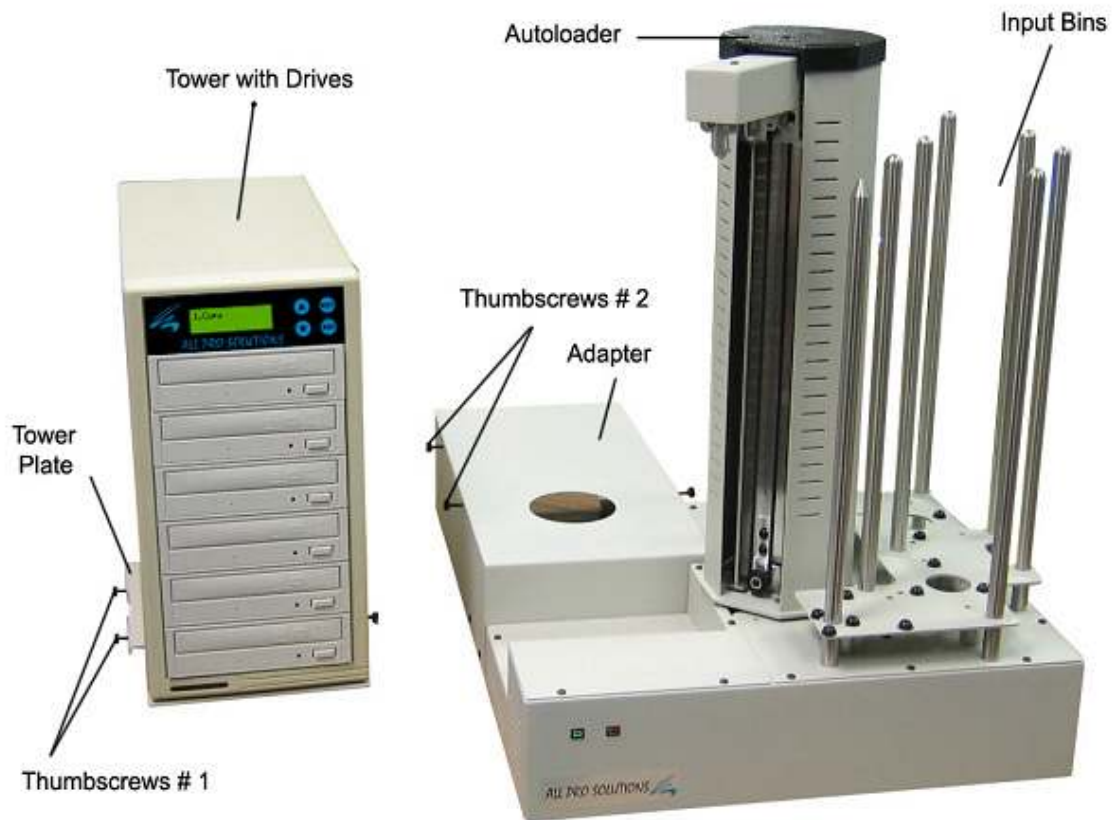
Fig. 1
System unassembled

Tower with Drives

Autoloader

Input Bins

Thumbscrews # 2

Adapter

Tower
Plate

Thumbscrews # 1

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Fig.2
Tower alignment

Blue marks

Fig. 3
Side view

Thumbscrews # 1

Thumbscrews # 2

Operating Environment

Your APS System should be used in a climate-controlled environment free of dirt, dust, excess humidity, excessive heat or electro-magnetic interference. Your APS System should be placed on a sturdy level surface – away from sources of vibration and excessive lighting.

Allow at least four (4) inches of clearance around the sides and back of the system for ventilation.

Connecting power

Plug one power cable into the tower system, and the other one into the autoloader. Plug each power cable into the proper power source and connect Serial Cable as shown in:

> ➢ Fig. 4b (page 6)

The power On/Off switch for the tower is located in the front and the one for the autoloader is located in the back. Power the tower on first, then turn on the autoloader

Fig. 4a
System assembled

Hera 3: 330 disc capacity　　**Hera 6: 630 disc capacity**　　**Hera 9: 900 disc capacity**

Fig. 4b
Back View – Cables Connections
(same on all models)

USB Cable
for PC-Link

Serial Cable

Power Cable

Power Cable

Serial Cable

OVERVIEW

1. Welcome

The Autoloader is a reliable, high performance, high speed, standalone, robotic DVD, CD and/or BD (optional) autoloader. With its professional industrial design and simple user interface, it makes your duplicating experience easier than ever.

With the Autoloader, you can have a capacity up to 900 discs, duplicate continuously for 24 hours (even with multiple masters), and get the highest quality duplication, all at an extremely affordable price. The Autoloader is the most reliable and affordable autoloader on the market, even compared to units with half the drives and capacity.

Before you start using this autoloader, please read the following to ensure proper operation:

DVD/BD Duplication Limitations

The autoloader will not copy any BD/DVDs that have Copy Protection encoded in the content. Typically, most Blu-Ray (BD) or DVD movies you purchase or rent from a store contain Copy Protection.
In addition to the copy protection limitation, the autoloader will only copy a single layer (4.7 GB) disc to another single layer recordable media. If your autoloader has double layer/dual layer capability, you can copy a double layer (8.5 GB) disc to another double layer recordable media, but you cannot duplicate a single layer disc on to a double layer recordable media or vice versa.

Temperature Warning

If the Autoloader was stored in a location where the temperature dropped below 32° F (0° C) within the past 24 hours, leave the autoloader in a warm room with temperatures at least 65° F (19° C) for four hours prior to powering it on for the first time. Failure to do so may cause irreparable harm and prevent the autoloader from functioning.

Maintenance

It is very important to operate and keep the autoloader in a dust free, clean environment since dust is the number one killer of CD/DVD/BD recording devices. Failure to do so can severely damage your autoloader. We strongly suggest that you constantly use an Air Duster (Canned Air) to clear off any dust on the surface of the autoloader.

Note: Do not try to use an Air Duster to clean the autoloader while the writer trays are open. In doing so, you may inadvertently blow dust into the recording device and damage it.

Proper Shutdown

To avoid possible system failures, you need to shut down the autoloader properly. To shut down the autoloader, scroll to menu 15. Shutdown and follow the instructions on the screen. Not performing this function increases the risk of damaging the autoloader.

Double Layer/Dual Layer Partition Issue

If you have a 16x speed or higher autoloader with double layer/dual layer DVD9 capability, the hard drive partitions are set to a default size of 9 GB each to accommodate for the expanded size of the DVD9 format. If you require more partitions and do not plan on using double layer/dual layer DVD9 media, you can reduce the size of the partitions using the instructions given in "Partition Size" on page 33. Keep in mind that if you alter the partition size, all previous data/video stored on the hard drive will be lost and you will only be able to load media with less than 5 GB capacity such as DVD5 (4.7 GB), CD (700 MB), etc.

Disc Static and Sticky Media Issues

The most common problems when using an autoloader are the disc static and sticky media issues. These static charge problems cause multiple discs to stick together, resulting in improper operation and more severely, can shock the robotic arm while loading a disc that causes the system freeze. Even though the autoloader has a sticky media separator function to prevent the sticky media, but you should still follow these steps to prevent sticky media from disrupting your operation and protect your system from disc static charge.

This issue is most commonly seen when you buy a 100 pack of blank discs and insert them into the autoloader without any treatment. If you have experienced this kind of problem, please do the following to remove the adhesive static between the discs:

Separate the blank discs before you place them into the autoloader's bins and align them using. Separating them will greatly reduce the static between discs. See pictures below:

If this doesn't achieve the desired outcome, use an air duster (canned air) to blow air around the circular edge of the blank discs. This process reduces the static between the discs up to 90%. The amount of air to use depends on factors specific to your environment.

Disc Placement Issue

Another common problem when using an autoloader is the placement of media into the bins. Placing the media into the bins properly can avoid possible picking errors when operating the autoloader. Even though the autoloader is designed with certain tolerance adjustments to prevent mishandling by the picking arm, failures may still arise if the bins are not loaded correctly. All media loaded into the bins should be flat and not slanted at an angle to ensure the picking arm can securely grab the disc. Be sure not to load too many discs into the bins as well as this may cause errors in placement and loading. The figure below shows the proper and incorrect disc placements when loading media into the bins
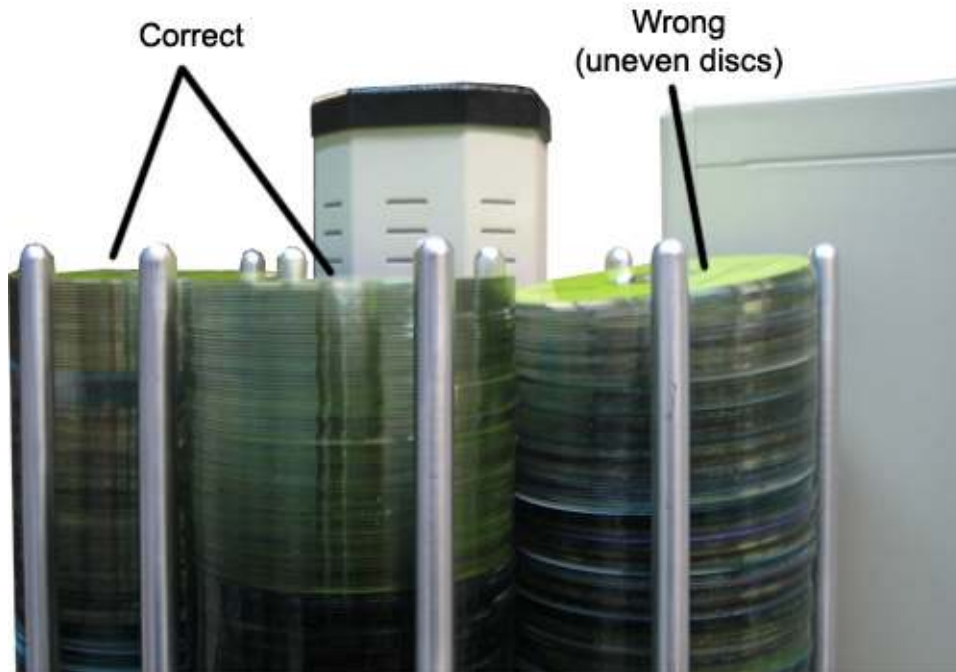
2. The Robotic Platform

The autoloader (with up to 900 Disc Capacity) has 3 input bins that hold:
- 110 discs each for HERA-3
- 210 discs each for HERA-6
- 300 discs each for HERA-9

The robotic arm picks blank discs from Input Bin # 1 first, and places the successful copies into the Output Bin. Once Input Bin # 1 is empty, it picks blank discs from Input Bin # 2, and places the successful copies into Input Bin # 1 which becomes Output Bin # 2. It then picks from Input Bin # 3 and places into Input Bin # 2 which becomes Output Bin # 3 and so on. Reject discs are placed on to the deck below the drive trays. (Throughout this manual, this area is also referred as "Reject Area").

3. The LCD Control Panel

Figure 4 below shows the LCD Control Panel. This panel has a two-line 20 character LCD display to provide user feedback and eight push buttons to control the operation of the Autoloader. The functions for these buttons are shown in Table 1.

Fig. 4
LCD Control Panel Layout

Table 1: Front Panel Controls

Control Buttons: There are 4 control buttons: ⏶ , ⏷ , **ENT** , **ESC**

⏶ **: Up, Backward:** To navigate backward in the menu.

⏷ **: Down, Forward:** To navigate forward in the menu.

ENT **: Enter, OK:** Execute the function.

ESC **: Escape, Cancel:** Go back to the previous level in the menu.

4. Menu Overview

This section provides an overview of the menu options. These menu options are explained in detail on the referenced pages.

1. Copy

Use the *Copy* menu to make CD/DVD or BD (optional) copies. Before you start a copy, make sure you have selected the correct Master Mode.

If you plan to use Single Master Mode, please make sure you have successfully loaded your master disc to a partition on the Hard Drive.

If you plan to use Multi Master Mode, please make sure you have placed every master disc on top of the corresponding number of blank discs.

For additional information, see "Making Copies in Single Master Mode" on page 15 or "Making Copies in Multi Master Mode" on page 16.

2. Copy + Compare

Use the Copy + Compare menu option to make 100% reliable copies. After the copy process is done, the autoloader automatically compares the copies from the content of your original master disc.

3. Test Copy

Use the *Test* menu to simulate the copy process. With simulation, write once recordable discs such as DVD-R, or CDR will be reusable. The purpose of simulation is to ensure error free duplication.

Note: *Due to physical limitations of the BD/DVD+R recordable format, if you try to simulate BD/DVD+R copying, you will encounter failure messages.*

Warning*: If you are using CD/DVD/BD Rewritable discs as your blank media during the simulation, the content on those discs will be permanently erased.*

4. Compare

Use the Compare function to perform a bit-by-bit comparison between the content of your master disc(s) in the Hard Drive and the contents of all discs it copied. This ensures that all of your copies are identical to original master disc(s).

Note: *The bit-by-bit comparison will only apply on all BDs, DVDs and Data CDs. The readability check will be applied for other formats like Audio CDs, CD+G, and Video CDs discs due to their lack of error correction mechanisms.*

5. Select Burn Speed

Use the *Select Burn Speed* menu option to adjust the duplication speed for the various blank disc formats. For additional information, see "Select Burn Speed" on page 17

6. Select Source

Use the *Select Source* menu to tell the system where the content of the master disc resides during duplication. At this point, Hard Drive is the only place where the content of the master disc resides during duplication. For additional information, see "Select Source" on page 17.

7. Utility

7.1. Autoloader Tool

7.1.1. Loader Info
Shows the autoloader model, firmware, and version.

7.1.2. Drive Alignment
The Drive Alignment menu is used to check the mechanical alignment between the drives and the robotic arm. See "Autoloader Tool" on page 18 for more information.

7.1.3. Auto Demo
This functions will continuously load all drives and unload all drives until the "ESC" button is pressed for 3 seconds to abort the demo program. The LCD will show the loops.

7.1.4. Load All Discs

The system will load discs into all of the drives automatically. All drives must be empty prior to executing this command.

7.1.5. Unload All Discs

The system will unload all discs from the drives automatically. Drives must have discs inside in order to execute.

7.2. Disc Info

Use the Disc Info utility to identify the type of blank recordable media. This utility identifies your blank recordable Media's format, capacity, manufacture ID, and the Media's certified writing speed.

7.3. Drive Info

Use this menu option to see data about the drives that are installed in the autoloader

7.4. System Info

Use this menu option to see data about the autoloader and its resources (firmware version, RAM and CPU).

7.5. Update BIOS

Use this utility to update the firmware in your autoloader. To update, insert the manufacturer's Certified Update CD into the 1st tray and make sure no other discs are in rest of the trays. Then you can press the **Enter** button to update.

Important: You should not upgrade your autoloader's firmware unless your system is becoming unstable or you are advised to do so by Tech Support.

7.6. Copy Counter

Counts the number of successful and failed copies made by the system.

7.7. Print LS Disc

Allows you to load your Lightscribe image file and print to Lightscribe compatible discs.

Important: Remember to flip your discs with the tops facing down.

8. Setup

Use the Setup menu options to control how the autoloader operates. You can scroll between the various options using the △**Up or** ▽ **Down** button.
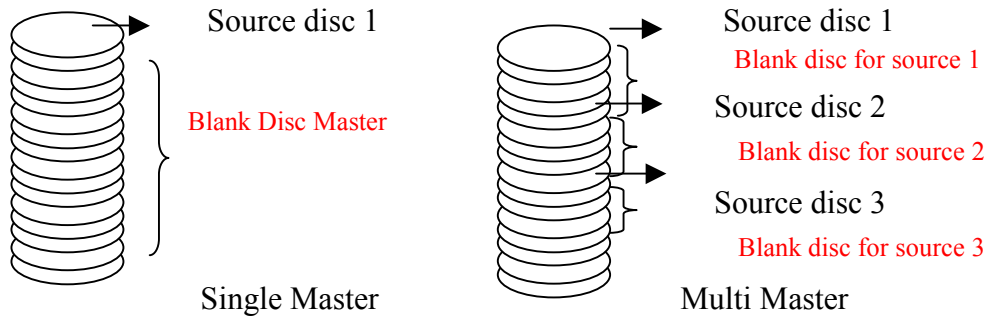
8.1 Working Mode

Allows to setup duplicator processing mode: Single Master or Multi Master

8.1.1 Single Master

In this mode, the master disc image can come from a disc in the drive or the HDD image. All discs in the drives must be blank. Once the system confirms the drive tray is completely closed, it will move on to loading the next drive, and so on.

8.1.2. Multi Master

In this mode, the master disc image must come from the disc in the drive. Each master disc can be followed by any quantity of blank discs. The system must confirm the disc is empty before continuing to load the next drive. The total loading time is longer than with Single Master mode.

Source disc 1

Blank Disc Master

Single Master

Source disc 1
Blank disc for source 1

Source disc 2
Blank disc for source 2

Source disc 3
Blank disc for source 3

Multi Master

8.2. Button Beep
Enables or disables the beeping sound the buttons make when presses.

8.3. Error Limit
Setting bad disc count limit. The Copy process will stop once the bad copies reach the limit set. The count will restart after reload of blank discs. Default setting is 15, but the Error Limit number must not exceed the height of discs stacked to reach the bottom-most drive.

8.4. Disable Drive
Users can disable any drive installed on the system. This help avoid problems caused by unstable or failing drives.

8.5. Compare Speed
Sets the speed of the compare process.

8.6. Start Check
Setting to allow automatic or manual removal of discs in drives at the start of a job.

8.7. Power On Time
Sets system warm-up time from 5 to 99 seconds. Default is 15 seconds.

8.8. Language
Language setting for the LCD display. Choose from English, Spanish, Portuguese, German, French, Italian, and Japanese.

8.9. Disc Load Way
Allows you to change the tower for manual use or robotic operation.

8.10. Clear Setup
Clears the CMOS and resets the system back to factory defaults.

9.   Image Manager

9.1. Select Image
Select image stored on HDD to make copies of.

9.2. Disc => Image
Loads an image to the HDD from a master CD or DVD as an image file.

9.3. Show Image Info
Displays the image file information such as image order, name, file size and type of image.

9.4. Rename Image
Renames the HDD image partition name up to 8 characters.

9.5. Delete Image
Deletes an image file in HDD.
Note: A file selected as the source file cannot be deleted until a different image is selected.

9.6. Show HDD Info
Displays the information in HDD, such as the number of discs stored on the HDD and the amount of space left in the HDD.

9.7. Format HDD
Formats the HDD, erasing ALL data stored on the HDD.

6. *Single Master and Multi Master Mode*

There are two ways to make copies using the autoloader:

Single Master Mode:

This mode requires that a single master disc is loaded onto the hard drive prior to initiating the duplication process. This mode is ideal if your job involves one or very few master disc(s).

Multi Master Mode (Batch Mode):

This mode does not require you to manually load your master. Simply place the master disc(s) on top of the stack of blank discs needed for that particular job of the master disc. This mode is ideal if you have numerous master discs and fewer copies for each master disc.

The Multi Master mode uses the Reserve partition to temporarily store the content of the current master disc. Once the task is complete and a new master disc has been detected, the reserve partition's content (of previous master disc) will be replaced with the content of the new master disc.

For example, if you need to make:

- ➢ 20 copies of job A
- ➢ 40 copies of job B
- ➢ 30 copies of job C

Master A
20 Blank Job for Master A
Master B
40 Blank Job for Master B
Master C
30 Blank Job for Master C

Under Multi Master Mode, you would need to follow the steps below:
1. Make sure all of the spindles are empty.
2. Place 30 blank discs for job C on to the first input spindle.
3. Place the master disc for job C on top of those blank discs for job C.
4. Place 40 blank discs for job B on top of the master disc for job C.
5. Place the master disc for job B on top of those blank discs for job B.
6. Place 20 blank discs for job A on top of the master disc for job B.

Place the master disc for job A on top of those blank discs for Job A. After you have completed these steps, the Input Bin should be loaded in the order shown above

When you start the copy operation, the robotic arm will pick up discs from the Input Bin and place them into the drives. If any of the discs in the drives contains data, (in this case, that would be the first disc, the Master Disc for job A) the autoloader will load entire content of this disc (Master A) into the reserve partition on the Hard Drive. The subsequent discs from the input bin will be loaded in the empty drives.

Once the loading process is completed, the autoloader will start the duplication process for the blank media in the remaining drives. Master disc A will be picked up from the appropriate drive and dropped on to the Output Bin and the empty drive where the master disc was removed will be loaded with the next disc from the Input Bin.

If a new master is detected before the previous job is finished, the autoloader will complete the first job, unload the completed job, and fill the drive trays with blank discs for the next job. The robotic arm will continue to load media into the drives as the duplicated discs are placed in the Output Bin. Once a writer drive (any drive) detects another Master disc, the same process is repeated for the new Master disc.
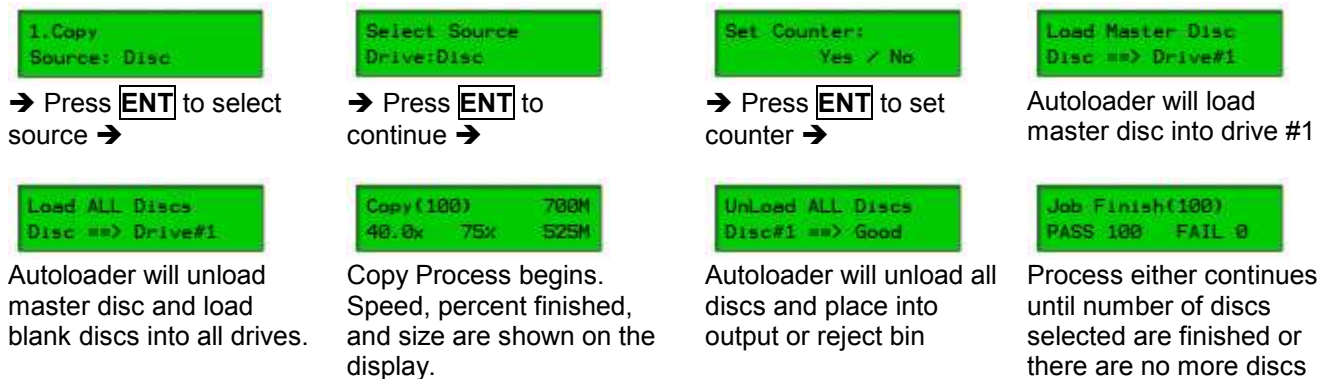

OPERATION

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1. Copy

This command will copy a master disc or image designated as the Source to all target discs in the Writer Drives. This process burns all information contained on the master disc to the target discs so the copies are exact duplicates of the master disc. The Copy option has two different modes of operation:

➢ Single Master Mode: This mode requires that a single master disc is loaded onto the hard drive prior to initiating the duplication process. This mode is ideal if your job involves one or very few master disc(s).

➢ Multi Master Mode (Batch Mode): This mode does not require you to manually load your master. Simply place the master disc(s) on top of the stack of blank discs needed for that particular job of the master disc. This mode is ideal if you have numerous master discs and fewer copies for each master disc.

Copy Process (Single Master – Source: Disc):
1. Power on the machine (if not already on). Autoloader first, then drive tower.
2. Fill the input bins with blank discs and a master disc on top. The "master disc" is the original of which copies are made.
3. Use the scroll buttons to select the command "1. Copy" and press the ENT button. The drives will automatically load the trays and begin the copy process as shown below:

1.Copy Source: Disc	Select Source Drive:Disc	Set Counter: Yes / No	Load Master Disc Disc ==> Drive#1
➔ Press **ENT** to select source ➔	➔ Press **ENT** to continue ➔	➔ Press **ENT** to set counter ➔	Autoloader will load master disc into drive #1
Load ALL Discs Disc ==> Drive#1	Copy(100) 700M 40.0x 75x 525M	UnLoad ALL Discs Disc#1 ==> Good	Job Finish(100) PASS 100 FAIL 0
Autoloader will unload master disc and load blank discs into all drives.	Copy Process begins. Speed, percent finished, and size are shown on the display.	Autoloader will unload all discs and place into output or reject bin	Process either continues until number of discs selected are finished or there are no more discs

Copy Process (Single Master – Source: HDD Image)

Select Source HDD:Test	Follow the same steps as above except instead of selecting a master disc as the source, you can select an image that resides on the hard drive

Copy Process (Multi Master)
1. In order to copy multiple masters you must set the system in Multi Master mode.
2. Scroll down to Setup and follow the steps illustrated below.

`[Setup]` `1.Working Mode`	`[Working Mode]` `Multi Master`	`1.Copy` `Multi Master`	`Load Master Disc` `Disc ==> Drive#1`
Scroll down to Setup to change the working mode	Press ENT to select Multi Master	Go back to home menu and press ENT to begin copy.	Autoloader will load master disc into drive #1 and process continues just as with single master

2. Copy & Compare

This command will perform the copy process, and immediately follows with a comparison between the master image/disc and the copied disc(s) to ensure the copies are exact duplicates of the master disc. This command is especially useful for DVDs, data CDs and video CDs.

Note: The Compare process is a **bit-by-bit comparison** between the master disc and the copied discs. This operation ensures that all of the copies are completely identical to the Master disc. This command is not applicable to audio CDs.

`2.Copy+Compare` `Source: Disc`	`Select Source` `Drive:Disc`	`Set Counter:` `           Yes / No`	`Load Master Disc` `Disc ==> Drive#1`

Press ENT to select source	`Select Source`
	`HDD:Test`
	
	Select Drive or HDD
		➔ Press **ENT** to set counter ➔	Autoloader will load master disc into drive #1

`Load ALL Discs` `Disc ==> Drive#1`	`Copy(100)        700M` `40.0x   75%    525M`	`UnLoad ALL Discs` `Disc#1 ==> Good`	`Job Finish(100)` `PASS 100    FAIL 0`

Autoloader will unload master disc and load blank discs into all drives.	Copy begins followed by Compare process
	
	`Verify(100)       700M`
	`24.0x   10%     70M`
		Autoloader will unload all discs and place into output or reject bin	Process either continues until number of discs selected are finished or there are no more discs

3. Test Copy

`3.Test Copy`
`Multi Master`

This command will simulate the copy process and make sure all target discs are usable. The test process does NOT burn anything to the blank disc(s). A built-in diagnostic algorithm is used to verify the chance of successful copy for each target disc. The steps are repeated as in "1.Copy"

4. Compare

`4.Compare`
`Source: Disc`

This command compares copied disc(s) to the master disc and ensures that the copies are exact duplicates of the master disc. This command is especially useful for DVDs, data CDs and video CDs. Single Master must be selected under Working Mode for the Compare process to run properly.

Note: The Compare process is a **bit-by-bit comparison** between the master disc and the copied discs. This operation ensures that all of the copies are completely identical to the Master disc. This command is not applicable to audio CDs.

5. Set Burn Speed

This feature allows you to set the burn speed of various types of disc: general CDs (data and VCDs), audio CDs, DVDs, dual-layer DVDs (DVD DL), and Blu-Ray Discs.

Selectable burn speeds:
CD: 1, 2, 4, 8, 10, 12, 16, 20, 24, 32, 36, 40 (default), 44, 48, 52, 56 MAX.
Audio CD: 1, 2, 4, 8, 10, 12, 16, 20, 24 (default), 32, 36, 40, 44, 48, 52, 56 MAX.
DVD: 1, 2, 4, 6, 8 (default), 12, 16, 18, 20, 22, 24 MAX.
DVD DL: 1, 2 (default), 4, 6, 8, 12, 16, 18, 20, 22, 24 MAX.
Blu-Ray: 1, 2 (default), 4, 6, 8 MAX

To Set the Burn Speed:
1. Power on the machine (if not already on)
2. Use the Scroll buttons to select "5. Set Burn Speed". Press the ENT button.
3. The first speed selection is for general CDs. Use the Scroll buttons to select the desired burn speed and press the ENT button.
4. The second speed selection is for audio CDs. Use the Scroll buttons to select the desired burn speed and press the ENT button.
5. The third speed selection is for DVDs. Use the Scroll buttons to select the desired burn speed and press the ENT button.
6. The last speed selection is for DVD DL. Use the Scroll buttons to select the desired burn speed and press the ENT button.
7. The last speed selection is for Blu-Ray Disc. Use the Scroll buttons to select the desired burn speed and press the ENT button. **Note:** The selection is only available on BD duplicators.

|		
5.Burn Speed CD:52X DVD:16X	[Burn Speed] CD = 52	[Burn Speed] Audio CD = 24
Press ENT and ▲ or ▼ To select appropriate speeds	Press ENT to execute and ▲ or ▼ to scroll	Press ENT to execute and ▲ or ▼ to scroll
[Burn Speed] DVD = 24	[Burn Speed] DVD DL = 8	[Burn Speed] Blu-ray = 8
Press ENT to execute and ▲ or ▼ to scroll	Press ENT to execute and ▲ or ▼ to scroll	Press ENT to execute and ▲ or ▼ to scroll

6. Select Source

This feature allows you to select the source image to be copied. Choose between either Disc Drive or HDD Image as shown below:

6.Select Source	[Working Mode] Disc Drive	[Working Mode] HDD image	001 [Test] ISO FILE 700M
Press ENT and ▲ or ▼ To select source	Press ENT to execute and ▲ or ▼ to scroll	Press ENT to execute	Press ENT to execute
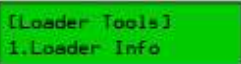
7. Utility

This feature allows you to check various information for the system, drives, discs, and autoloader, as well as align the drives and setup the autoloader. There is also a built-in Auto Demo for continuous loading/unloading of discs by the autoloader:

7.1 Autoloader Tool

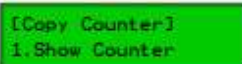|			
[Utility] 1.AutoloaderTool	[Loader Tools] 1.Loader Info	[Loader Tools] 2.DriveAlignment	Please Eject One Drives Tray
Press ENT to select	Press ENT to view autoloader version	Press ENT to properly align the drive tower	*It's not necessary to check each drive, normally the top and bottom will suffice.* Press ENT to continue
Up :Disc->Drive Down:Drive->Out	[Loader Tools] 3.Auto Demo	[Loader Tools] 4.Load All Discs	[Loader Tools] 5.UnLoad All Discs
Press ▲ and ▼ to execute alignment	Autoloader will continuously load and unload all drives	Autoloader will automatically load all discs into drives	Autoloader will unload all discs and place into output bin

7.2 Disc Info: Checks the capacity and space used inside the selected drive

7.3 Drive Info: Checks the make, model, firmware and the channel (port) of the drive(s) that are connected to the duplicator controller.

7.4 System Info: Checks the model number, buffer memory and firmware version of the duplicator controller.

7.5 Update BIOS: Update the BIOS (firmware) of the duplicator controller.

**7.6 Copy Counter:** Tracks the numbers of successful and failed copies made by the duplicator for CDs, DVDs, and Blu-Ray Discs. There are two (2) parts of this tool: Show Counter (to display current copy counter) and Clear Counter (to clear counter).
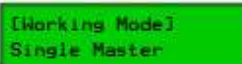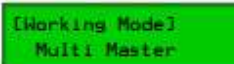
[Utility] 6.Copy Counter	[Copy Counter] 1.Show Counter	[Copy Counter] 2.Clear Counter
Press ENT and ▲ or ▼ To select action	Press ENT to execute and ▲ or ▼ to scroll	Press ENT to execute and ▲ or ▼ to scroll

7.7 Print LS Disc: Allows you to print your Lightscribe image to disc. Place your Lightscribe discs you want print facing down in the input bins and on top place your disc with the Lightscribe label file (lsi) and press ENT to begin.

8. Setup
This feature allows you to setup the Hera duplication system and settings.

8.1 Working Mode: Allows to switch between Single Master and Multi Master modes.

[Setup] 1.Working Mode	[Working Mode] Single Master	[Working Mode] Multi Master
Press ENT and ▲ or ▼ To select action		

8.2 Button Beep: Allows you to change if the buttons beep or not.

[Setup] 2.Button Beep	[Button Beep] ON	[Button Beep] OFF
Press ENT and ▲ or ▼ To select action		

8.3 Error Limit: Allows you to set a bad disc count limit. Once limit is reached, the jobs is stopped. Make sure to not set this to a higher number than the number of discs stacked to reach the bottom-most drive. Default is set to 15 discs.

8.4 Disable Writer: Allows you to disable/enable any of the drives.

[Setup]
4.Disable Writer

[Set Drive 1]
Enable

[Set Drive 9]
Disable

Pres ▲ or ▼ to enable
or disable

Press ENT to toggle
between drives

8.5 Compare Speed: Sets the speed at which the master disc is compared with the copied disc(s).

Selectable burn speeds:
CD: 1, 2, 4, 8, 10, 12, 16, 20, 24, 32, 36, 40 (default), 44, 48, 52, 56 MAX..
DVD: 1, 2, 4, 6, 8 (default), 12, 16, 18, 20, 22, 24 MAX.
Blu-Ray: 1, 2 (default), 4, 6, 8 MAX

8.6 Start Check: Setting to allow automatic (autoloader) ort manual removal of discs that may still be inside the drive at the begging of a job.

8.7 Power On Time: Set the amount of time the duplicator controller counts down before initializing the system. The default is 15 seconds. The time can be set from 5 to 99 seconds in 1-second increments (5,6,7….97,98,99).

8.8 Language: Sets the language selection of the display. Available languages are: English (default), Spanish, Portuguese, German, French, Italian, and Japanese.

8.9 Disc Load Way: Sets the way the discs are loaded. Set to Manual to use the tower manually without the autoloader. Set to Robotic to use the autoloader in an automated scenario.

8.10 Clear Setup: Clears the CMOS and sets the system back to default factory settings.

Warning....
Clear Parameters to Default?

Warning....
All Parameters are Cleared?

9. Image Manager
This command is for the management of the hard disk drive (HDD) installed in the Hera duplicator.

9.1 Select Image: Allows the selection of the image(s) present on the HDD. The Scroll buttons cycle through the image(s) on the HDD and the ENT button confirms the selection while the ESC button cancels the selection. The image(s) are listed in order of which they were loaded.

[Image Manager]
1. Select Image

[Select Image]
A001 DVD 4469M

Press ▲ or ▼ to select
image and
press ENT to confirm

Press ENT

9.2 Disc => Image: Transfers the information from the master CD/DVD/Blu-ray to the HDD. After the image(s) transfer is complete, the reader drive is ejected and the source drive is changed to the HDD.

[Image Manager]
2. Disc => Image

[Disc ==> A001]
10%   446MB

[Disc ==> A001]
Finished!

Press ENT

The source disc loaded to
HDD as image file, A001.
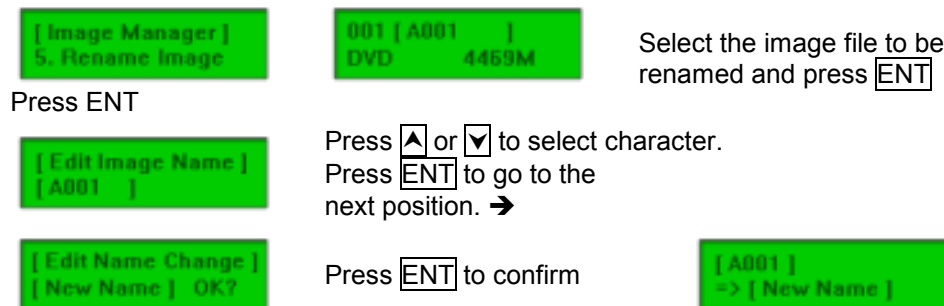
Autoloader takes disc from drive
and places in output bin

9.3 Show Image Info: Shows the image number in sequential order, the file name of the image stored on the HDD, the type of image stored, and the amount of data the image contains (in MB for DVD/Blu-ray or time for CD).
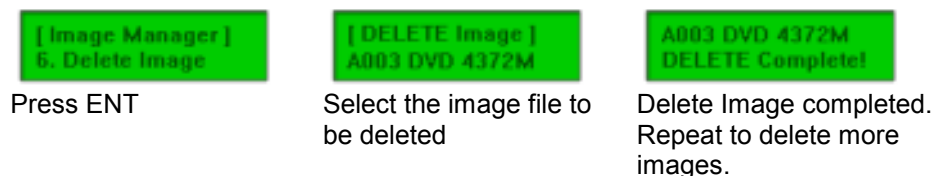
[Image Manager]
4. Show Image Info

Press ENT

[Image Info]
A001 DVD 4469MB

⬆ or ⬇ to select image and press ENT to display info

[Image Info]
A001 DVD 3875MB ·······························▶ DVD disc image of 3.875GB as file A001

[Image Info]
A003 CD 65:28 ·······························▶ CD disc image of 65 min 28 sec as file A003

9.4 Rename Image: Renames the image instead of using default file names (A001, A002, etc.). Up to 8 characters.

[Image Manager]
5. Rename Image

Press ENT

001 [A001]
DVD 4469M

Select the image file to be renamed and press ENT

[Edit Image Name]
[A001]

Press ⬆ or ⬇ to select character.
Press ENT to go to the next position. ➔

[Edit Name Change]
[New Name] OK?

Press ENT to confirm

[A001]
=> [New Name]

There are 8 characters for each image name. No empty space allowed in the image file name. Press ESC to cancel the process.

9.5 Delete Image: Deletes the image(s) from the HDD and reclaims the space occupied by the image on the HDD.

[Image Manager]
6. Delete Image

Press ENT

[DELETE Image]
A003 DVD 4372M

Select the image file to be deleted

A003 DVD 4372M
DELETE Complete!

Delete Image completed. Repeat to delete more images.

9.6 Show HDD Info: Shows the amount of used and free images available on the HDD in CD, DVD, and BD formats.

[Image Manager]
7. HDD Info

Used: 0CD 7DVD
Free: 41CD 8DVD

9.7 Format HDD: Deletes and formats all image(s) on the HDD, restores the HDD to factory defaults and initializes the HDD for use with the duplicator.

[Image Manager]
8. Format HDD

Caution:
Format HDD?

[Format HDD]
Confirm Again?

[Format HDD]
Complete!

Trouble Shooting

No display on LCD or the unit does not operate when the power is on.
➤ Check the connections for the power cable and ensure that the power outlet is working correctly.
➤ Make sure that the rear-panel power voltage setting matches the voltage of your power outlet.
➤ If the autoloader was stored in a location where the temperature dropped below 32°F (0°C) within the past 24 hours, leave the autoloader in a warm room with a temperature of at least 65°F (19°C) for four hours prior to powering the autoloader on.

Drives cannot read disc and shows error message.
➤ Check the format of the master CD/DVD
➤ Check the master CD/DVD itself for damage.
➤ Your master disc may be copy protected. Normally, most of the DVDs and some of the CDs you purchase from stores have been copy protected.

Buttons do not function.
➤ The autoloader may still be busy performing a task. Give it some time and press the button again. To interrupt the currently running process, press the ◄ **ESC** button and hold it for several seconds. If it still doesn't work, turn the machine off, and then restart the machine after a minute.

Copy completed, but the copies are not readable / executable.
➤ Use the "compare" feature to check the copied disc (data discs only).
➤ Based on our experience, the quality of your media plays a big role on this part. Try to use high quality media to prevent such problems. Use another DVD/CD player/ROM to test the copied media. Sometimes, your DVD/CD Player/ROM may not be compatible with recordable DVD/CD disc.

The failure rate is high.
➤ Lower the "write speed" and try again. See "Set Burn Speed" on page 17.
➤ The quality of your master or blank discs may be poor.

Do I need to upgrade my autoloader's firmware?
➤ Unless your system is getting unstable, we strongly suggest not upgrading your autoloader's firmware. Please contact our Tech Support if your system is getting unstable.

Can I load data directly from my computer to my autoloader's Hard Drive?
➤ Yes, only with Hera's optional PC-Link hardware and software application .

Why won't some drives copy?
➤ Reset the system settings back to default. (See "Clear Setup" on page 19)
➤ Drives are consumable parts and every drive comes with a lifespan. After a period of time, they do tend to wear out. Please contact Tech Support Service for assistance.
F.Y.I - Replacing any component of the autoloader without Tech Support Service's consent will void the autoloader's warranty instantly.
➤ Contact Technical Support.